DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

EXPERT HOLD QUEUE MANAGEMENT

the specif	ication of which (cr	ieck one)			
X	is attached hereto.				
	as Application Serie	al No <u>.</u> n	(if applicable)		
		ewed and understand ded by any amendme	the contents of the above identient referred to above.	fied specific	cation,
	_	close information wh Code of Federal Regu	ich is material to the patentabililations, §1.56.	ty of this ap	plication
application	on(s) for patent or in	ventor's certificate lis	35, United States Code, §119 of the steel below and have also identifing a filing date before that of the	ied below as	ny foreign
Prior For	eign Application(s):			Priority	Claimed
				Yes	No
(Ni	ımber)	(Country)	(Day/Month/Year)		

I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United

States Code, §112, I acknowledge the duty to disclose information material to the patentability of this application as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

(Application Serial #)	(Filing Date)	(Status)

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg. No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; Marilyn S. Dawkins, Reg. No. 31,140; Cynthia S. Byrd, Reg. No. 39,365; Mark E. McBurney, Reg. No. 33,114 and Jerry B. Kraft, Reg. No. 19,226.

Send correspondence to: Cynthia S. Byrd, International Business Machines Corporation, Intellectual Property Law Department, 11400 Burnet Road, Austin, Texas 78758 and direct all telephone calls to Cynthia S. Byrd, (512) 823-5884.

FULL NAME	OF SOLE OR FIRST INVENTOR:	Michael Wayne Brown	
INVENTORS	SIGNATURE:	DATE:	····
RESIDENCE:	529 River Down Road Georgetown, TX 78628		

CITIZENSHIP: USA

FULL NAME OF SECOND INVENTOR: David R. Cheng	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 702 Hertford Rd. Wilmington, DE 19803	
CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF THIRD INVENTOR: Wing-Ying Stephani	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 921 E. Ann Ann Arbor, MI 48104	
CITIZENSHIP: UK	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF FOURTH INVENTOR: Folu Okunseinde	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 393 Lake Avenue Oakhurst, NJ 07755	
CITIZENSHIP: USA	

FULL NAME OF FIFTH INVENTOR: Michael A. Paolini	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 6407 Wallace Cove Austin, TX 78750	
CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 345 Franklin Street, Apt. 206 Cambridge, MA 02139	
CITIZENSHIP:	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 8000 High Hollow Cove Austin, TX 78750	
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X	is attached hereto.					
	was filed on as Application Serial and was amended on		_	pplicable)		
I hereby includin	state that I have review g the claims, as amende	ved and understand to ed by any amendme	the cor nt refe	ntents of the above identification rred to above.	fied specific	ation,
I acknow	wledge the duty to discl dance with Title 37, Co	ose information whi de of Federal Regul	ich is 1 lations	naterial to the patentabili, §1.56.	ty of this ap	plication
applicat applicat	ion(s) for patent or inve	entor's certificate lis	ted be	nited States Code, §119 of low and have also identificing date before that of the	ied below ar	ny foreign
Prior Fo	oreign Application(s):				Priority	Claimed
					Yes	No
(1	Number)	(Country)		(Day/Month/Year)		
I hereby	y claim the benefit unde	r Title 35, United S	tates C	Code, §120 of any United	States appli	cation(s)

listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United

States Code, §112, I acknowledge the duty to disclose information material to the patentability of this application as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

(Application Serial #)	(Filing Date)	(Status)

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FULL NAME OF SOLE OR FIRST INVENTOR: Michael Wayne Brown

INVENTORS SIGNATURE: Milhall gan Date: 11/2/2001

RESIDENCE: 529 River Down Road

Georgetown, TX 78628

CITIZENSHIP: USA

FULL NAME OF SECOND INVENTOR: David R. Cheng	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 702 Hertford Rd. Wilmington, DE 19803	
CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF THIRD INVENTOR: Wing-Ying Stephani	ie Leung
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 921 E. Ann Ann Arbor, MI 48104	
CITIZENSHIP: UK	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF FOURTH INVENTOR: Folu Okunseinde	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 393 Lake Avenue Oakhurst, NJ 07755	
CITIZENSHIP: USA	

FULL NAME OF FIFTH INVENTOR: Michael A. Paolini
INVENTORS SIGNATURE: Mrs. O Garden DATE: 11-2-2001
RESIDENCE: 6407 Wallace Cove Austin, TX 78750
CITIZENSHIP: USA
POST OFFICE ADDRESS: Same As Above
FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss
INVENTORS SIGNATURE: DATE:
RESIDENCE: 345 Franklin Street, Apt. 206 Cambridge, MA 02139
CITIZENSHIP:
POST OFFICE ADDRESS: Same As Above
FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters INVENTORS SIGNATURE: DATE: 1/-2-01
RESIDENCE: 8000 High Hollow Cove Austin, TX 78750
CITIZENSHIP: USA

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	was filed on as Application Serial and was amended on			le)	ì	
-	state that I have review the claims, as amend				tified specific	cation,
	ledge the duty to disclance with Title 37, Co			to the patentabi	lity of this ap	plication
application application	claim foreign priority on(s) for patent or inventon for patent or invent s claimed:	entor's certificate lis	ted below and	have also identi	fied below a	ny foreign
Prior For	eign Application(s):				Priority	Claimed
					Yes	No
(N	umber)	(Country)	(Day/I	Month/Year)		
I hereby	claim the benefit unde	r Title 35, United St	ates Code, §17	20 of any United	d States appli	cation(s)

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FULL NAME (OF SOLE OR FIRST INVENTOR:	Michael Wayne Brown	
INVENTORS S	SIGNATURE:	DATE: _	
RESIDENCE:	529 River Down Road Georgetown, TX 78628		

CITIZENSHIP: USA

FULL NAME OF SECOND INVENTOR: David R. Cheng
INVENTORS SIGNATURE: DATE: 11/3/01
RESIDENCE: 702 Hertford Rd. Wilmington, DE 19803
CITIZENSHIP: USA
POST OFFICE ADDRESS: Same As Above
FULL NAME OF THIRD INVENTOR: Wing-Ying Stephanie Leung
INVENTORS SIGNATURE: DATE:
RESIDENCE: 921 E. Ann Ann Arbor, MI 48104
CITIZENSHIP: UK
POST OFFICE ADDRESS: Same As Above
FULL NAME OF FOURTH INVENTOR: Folu Okunseinde
INVENTORS SIGNATURE: 70h DATE: 11/3/6/
RESIDENCE: 393 Lake Avenue
Oakhurst, NJ 07755

FULL NAME OF FIFTH INVENTOR: Michael A. Paolini	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 6407 Wallace Cove Austin, TX 78750	
CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss	
INVENTORS SIGNATURE:	DATE:
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	was filed on as Application Seria and was amended of	al No	(if applicable)		
-	state that I have revie g the claims, as amen		the contents of the above ident referred to above.	entified specific	cation,
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FULL NAME OF SOLE OR FIR	ST INVENTOR: Michael Wayn	e Brown
INVENTORS SIGNATURE:		DATE:

POST OFFICE ADDRESS: Same As Above

RESIDENCE: 529 River Down Road

CITIZENSHIP: USA

Georgetown, TX 78628

FULL NAME OF SECOND	INVENTOR: David R. Cheng	
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CITIZENSHIP: USA		
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CITIZENSHIP: UK		
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INVENTORS SIGNATURE		DATE:
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CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss INVENTORS SIGNATURE: RESIDENCE: 345 Franklin Street, Apt. 206 Cambridge, MA 02139	DATE: 1900. 9, 2001
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